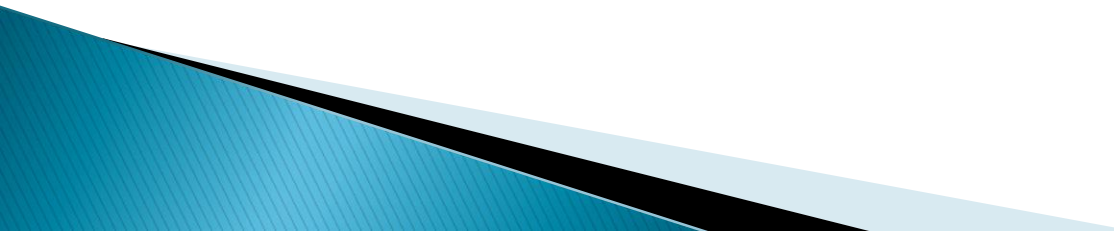# Emergency Solutions Grant – ETO ASIST Training – Homelessness Prevention/TPP Programs

September 30th, 2013

Presented by: Elisa Bresnahan & Bill Silvestri
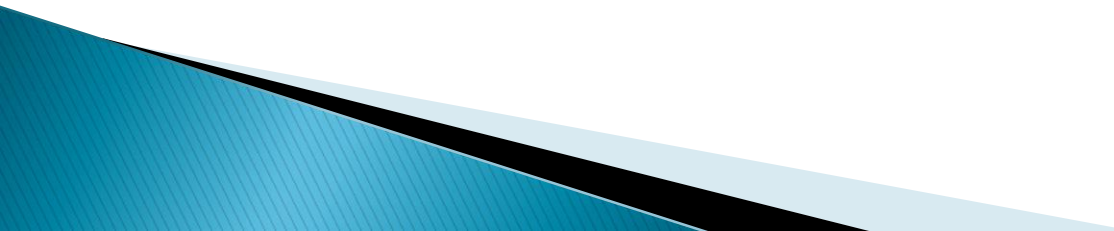
Agenda

▸ Introductions

▸ Hands on training – please ask questions as we go along

▸ Assessments

▸ APR Report & Assessment data

▸ CAPER data elements

▸ Using ESG TouchPoint

▸ Changing Entities to run APR or CAPER

▸ Training is specific to DHCD funded Homelessness Prevention programs

Client Record

▸ Must create a client record for each household member (participant), including children.

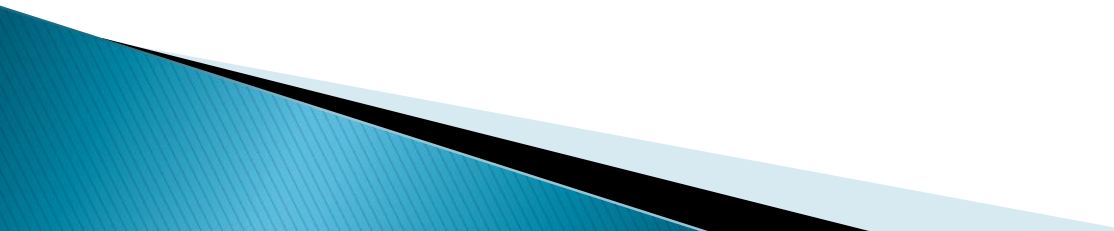▸ If a record for a participant already exists in ASIST, please review for accuracy when you enroll them into ESG.

Participant Demographics

- Name – correct spelling is crucial. Enter name as it appears on the legal ID.
- SSN – sometimes individuals will have a 9-digit client identification number assigned by DTA in order to receive benefits (TANF/SNAP). This number may be entered in place of an SSN with an SSN Quality Code of "Full SSN Reported."
- Gender – based on participants self-perceived gender identity. Do not solely use staff observations.

Don't Know/Refused

- "Don't Know" means that the *participant* does not know the answer to the question

- "Refused" means that the *participant* declined to answer the question

- DO NOT use these choices to indicate that the program staff does not know the answer

- If you don't know the answer – leave it blank

Household Types

- All household members should be linked via a Household Record, including individuals only.
- ASIST uses following 3 components of a participants' record to determine Household Type:
  - Date of birth – participants over 18 are considered adults
  - Household record – which participants are in a household together
  - Program enrollment dates – did the participants actually present together and receive services together

Household Types

▶ **Household without Children** – Most common in ESG RRH programs. Includes:
  ◦ Unaccompanied adults
  ◦ Multiple adult households – couples & roommates
  ◦ Pregnant women not accompanied by other children

▶ **Household with Children** – any household with at least one child. Includes:
  ◦ Households with children with at least one adult
  ◦ Households with only children – generally not allowable under ESG

▶ **Households with Unknown Configuration**
  ◦ Generally not acceptable under ESG RRH – means data is missing and ASIST is unable to determine household type.

Assessments - Prevention

- 1 HUD Intake Assessment (at program enrollment)
  - ◦ MUST match intake date listed in case file
  - ◦ MUST be completed for EVERY household member

- 2 HUD Mid-Program Assessment (at least annually)
  - ◦ Required every 3 months after enrollment for EVERY household member

- 3 HUD Exit Assessment
  - ◦ Must match exit date listed in case file
  - ◦ Must be completed for EVERY household member

Program Enrollment Dates

- In most cases, all members of a household will have the same program enrollment date.

- Exceptions include, birth of a child after enrollment, re-unification, etc.

- Important to have accurate entry and exit dates for ESG reporting. Accurate dates also help ASIST determine what household type the participant belongs to.

Assessment – Housing Status

- Their housing status at program entry – literally the night before you enrolled them in the program
- To be eligible for Prevention services, Housing Status can only be:
  - Imminently losing their housing
    - Are currently housed and not literally homeless
    - Are imminently losing their housing
    - Have no subsequent housing options identified
    - Lack the resources or support networks needed to retain housing
    - (Fleeing DV is not considered "Imminently losing their housing")

Assessment – Prior Residence

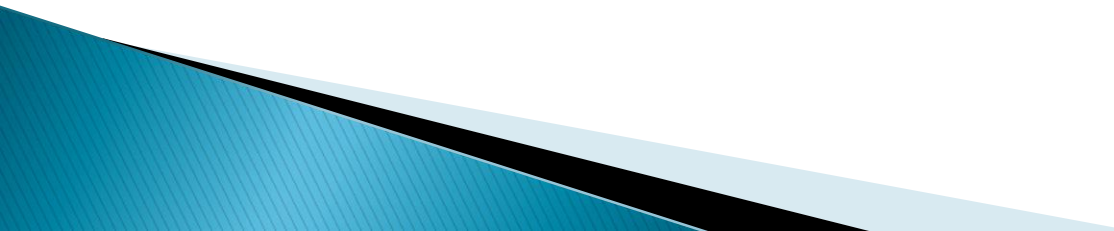▸ Where did the client stay the night?

A-4. Housing Status

--Select-- ▾

◯ Click to See **Definitions** for each Housing Status

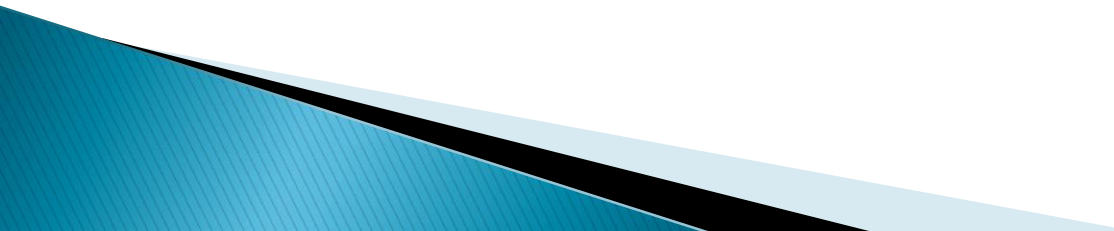**A-6.** Where did the client stay last night?

◯ Emergency shelter, including hotel or motel paid for with emergency shelter voucher
◯ Foster care home or foster care group home
◯ Jail, prison, or juvenile detention facility
◯ Hospital (non-psychiatric)
◯ Hotel or motel paid for without emergency shelter voucher
◯ Owned by client, no ongoing housing subsidy
◯ Owned by client, with housing subsidy
◯ Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)
◯ Permanent Housing for formerly homeless persons (such as SHP, S+C or SRO Mod Rehab)
◯ Psychiatric hospital or other psychiatric facility
◯ Rental by client, no ongoing housing subsidy
◯ Rental by client, with VASH housing subsidy
◯ Rental by client, with other (non-VASH) housing subsidy
◯ Safe Haven
◯ Staying or living in a family members room apartment or house
◯ Staying or living in a friends room apartment or house
◯ Substance abuse treatment facility or detox center
◯ Transitional housing for homeless persons (including homeless youth)

Assessment – DV

- Is the client a victim/survivor of domestic violence?

- How recent is the domestic violence situation?

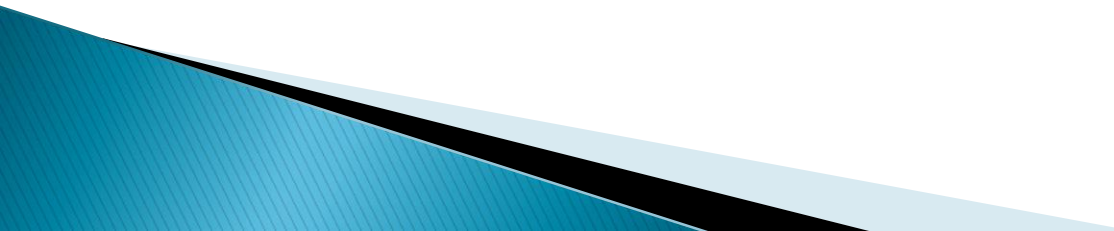- Will help DHCD to measure the impact of ESG on the DV population – please enter accurate data.

Assessment – Disability Information

- Refer to ASIST Training Guide for HMIS Data Entry
- Important that accurate information is entered to help us evaluate the population served by ESG
- Reported in CAPER
- Data should be supported by documentation in case file

Assessment – Education, Employment, Income

- All of this information is pertinent to determining a households ability to maintain their housing.

- Use assessment information to help guide your case management meetings.

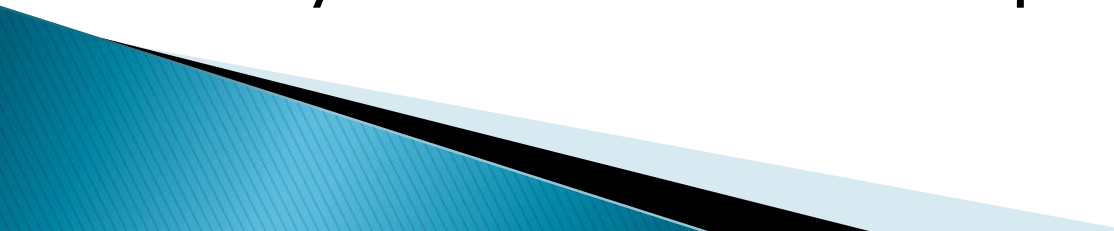- These questions should be part of the intake assessment you complete to determine eligibility.

Assessment – Cash Income

- Refer to ASIST Training Guide for HMIS Data Entry
  - Includes descriptive explanation of each type of income
  - The same income source and income amount should not be assigned to more than one person in the same household.
  - SSI received on behalf of a minor child, income source/amount should be assigned the minor child.
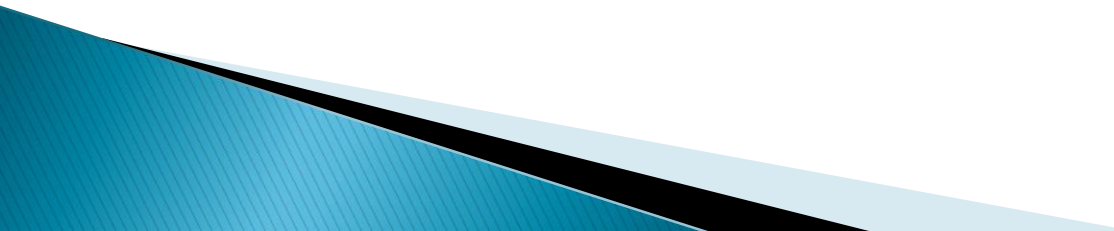
Assessment – Non-Cash Benefits

▶ Refer to ASIST Training Guide for HMIS Data Entry

- ◦ Non-cash benefits should be assigned in HMIS to <u>all members of the household</u> for whom the benefit is intended.
- ◦ If family receives food stamps, then each family member should have record of receiving food stamps

Mid – Program Assessment

- Required every 3 months after program entry to remain in compliance with program requirements

- Should be recorded in HMIS & in case file

- You may choose to pre-populate data from previous intake assessment. If you do so, be sure to review all of the responses to ensure they are accurate and up to date.

HUD Exit Assessment

- Required for all participants exiting the program – including children.

- Should align with the actual exit date recorded in the case file

- You can pre-populate from previous assessments, but be sure to update information!

HUD Exit Assessment

- Reason for leaving the program, record only the primary reason for leaving
- Used, in part, to help us monitor the effectiveness of ESG RRH programs

A-82. Reason for leaving the program? (Non-Emergency Assistance Programs)

A-83. If Other reason for leaving, specify

A-84. Where did the client go upon exit? --Select--

A-85. If Other destination upon exit, specify

A-86. What type(s) of housing subsidies were used for this placement? (Select all
- ☐ HomeBASE
- ☐ ESG
- ☐ Section 8 Mobile (tenant-based) Voucher

--Select--
Completed program
Needs could not be met by program
Reached maximum time allowed by program
Left for a housing opportunity before completing program
Non-compliance with program
Disagreement with rules/persons
Criminal activity/destruction of property/violence
Non-payment of rent/occupancy charge
Death
Unknown/disappeared
Other

HUD Exit Assessment

▸ Where did participant go upon exit?

▸ ASIST groups the options into four types for APR;
  ◦ Permanent
  ◦ Temporary
  ◦ Institutional Setting
  ◦ Other

  Helps us to monitor the effectiveness of RRH programs.

HUD Exit Assessment

▸ Refer to ASIST Training Guide for HMIS Data Entry for detailed explanation of each location

-83. If Other reason for leaving, specify

-84. Where did the client go upon exit?

--Select--
Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)
Emergency shelter, including hotel or motel paid for with emergency shelter voucher
Transitional housing for homeless persons (including homeless youth)
Safe Haven
Permanent supportive housing for formerly homeless persons (such as SHP, S+C, or SRO Mod Rehab)
Rental by client, no ongoing housing subsidy
Rental by client, VASH Subsidy
Rental by client, other (non-VASH) housing subsidy
Owned by client, no ongoing housing subsidy
Owned by client, with ongoing housing subsidy
Staying or living with family, temporary tenure (e.g., room, apartment or house)
Staying or living with family, permanent tenure
Staying or living with friends, temporary tenure (e.g., room apartment or house)
Staying or living with friends, permanent tenure
Psychiatric hospital or other psychiatric facility
Substance abuse treatment facility or detox center
Hospital (non-psychiatric)
Jail, prison, or juvenile detention facility
Hotel or motel paid for without emergency shelter voucher
Foster care home or foster care group home
Deceased
Other
Refused
Don't Know

-85. If Other destination upon exit, specify

-86. What type(s) of housing subsidies we

☐ HomeBASE
☐ ESG
☐ Section 8 Mobile (tenant-based) Vouch
☐ Section 8 Project-Based
☐ Private Subsidized Housing (e.g. tax c
☐ Leading the Way Home - BHA
☐ Other public housing
☐ MRVP
☐ Transportation out of state
☐ No Subsidy Used

Section B. Destination Address

CAPER

- Information will likely change for FFY13 CAPER Report (Due to HUD September 30, 2014)
- What we know…
  - # of persons in households
  - Gender
    - Male
    - Female
    - Transgendered
    - Unknown
  - Age
  - Special populations
    - Veterans
    - Victims of DV
    - Elderly
    - HIV/AIDS
    - Chronic Homelessness
  - Persons with disabilities
    - Severely Mentally Ill
    - Chronic Substance Abuse
    - Other Disability

TouchPoints

- Two TouchPoints

- Rapid Re-housing Placement – Allows you to track placement dates in ETO ASIST – only use if you re-locate a household

- Housing Retention – Allows you to track housing retention follow up's in ETO ASIST

- Please use them!!!

TouchPoint – Placement

TouchPoint – Housing Retention

ESG Housing Retention for Elisa Fake on [   ] ▦

Identifier: [ESG Training Program]

PAGE #1. First Page

A-1. Program Start Date: 9/29/2013

A-2. Please select the number of months since the household was initially placed into housing

○ 3 months

○ 6 months

○ 9 months

○ 12 months

[Clear Selection]